

Smock TALK



Welcome to the first issue of *Smock Talk*, a brand-new newsletter from the Board of Barbering and Cosmetology.

Although much of the information in this first issue is directed at BBC license holders, we hope consumers will find the newsletter of interest, too. For example, this issue contains important statistics on complaints, disciplinary actions, and related matters. In addition, an article about waxing will help consumers understand the role of medications, skin care products, and skin care habits on waxing services.

Also in this issue is a look at the current Board president, and the names of the current Board members. There are four vacancies on the Board, so we've included details on how to apply to become a Board member. Your expertise may be just what we need.

If you like what you see and you'd like to be kept informed, consider joining our mailing list to receive notices about major activities of the Board of Barbering and Cosmetology. The notices are sent by e-mail or regular mail. Go online to www.barbercosmo.ca.gov to sign up. To save printing and mailing costs, *Smock Talk* will only be available online at this time.

10 MOST COMMON VIOLATIONS CITED DURING AN INSPECTION

- 1 **979(d)** - Incorrect storage of disinfected non-electrical instruments.
How to avoid violation: Store all disinfected non-electrical items (combs, brushes, manicuring tools, etc.) in a clean and covered place that is labeled clean or disinfected.
- 2 **979(c)** - Incorrect storage of soiled non-electrical instruments.
How to avoid violation: Store all soiled non-electrical items (example: combs, brushes, manicuring tools, etc.) in a receptacle that is labeled soiled or dirty.
- 3 **981(a)** - No disposal of non-disinfectable instruments.
How to avoid violation: Immediately discard items that cannot be disinfected (example: buffers, sponges, wax sticks, etc.) in a waste receptacle.
- 4 **988(b)** - Liquids, creams, powders, and cosmetics not properly labeled.
How to avoid violation: Distinctly label all bottles and containers of their contents (example: water, gel, oil, etc.).
- 5 **979(a)** - Incorrect disinfection of non-electrical instruments.
How to avoid violation: Before use upon a patron, clean instruments with soap or detergent and water. Totally immerse instruments in an EPA-registered disinfectant with bactericidal, fungicidal and virucidal activity and follow the manufacturer's instructions.

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10 MOST COMMON VIOLATIONS CITED DURING AN INSPECTION (continued)

- 6 979(b)** - Disinfectant not changed and/or covered.
How to avoid violation: Always keep disinfectant solution covered and change disinfectant at least once per week or when it is visibly cloudy or dirty.
- 7 988(a)** - Liquids, creams, powders and cosmetics not in a clean and/or closed container.
How to avoid violation: Store all liquids, creams, powders and cosmetics in clean and closed containers.
- 8 988(c)** - Removal of liquids, creams, powders and cosmetics causing contamination to remaining portion.
How to avoid violation: When only using a portion of a cosmetic preparation, remove from container as not to contaminate the remaining portion. (Example: When removing wax directly from the wax container avoid "double dipping" using the same applicator.)
- 9 978(a)(5)** - Insufficient disinfectant solution in container for total immersion of tools and instruments.
How to avoid violation: When disinfecting tools and instruments, ensure there is enough disinfectant solution in the container to allow the tools and instruments to be completely covered.
- 10 904(a)** - Health and Safety Rules not conspicuously posted in reception area of establishment.
How to avoid violation: Display Health and Safety Rules in the reception area and ensure they are clearly visible.

Post your license proudly

California Code of Regulations Section 965
Display of License:

- All operators' licenses shall be conspicuously posted at their primary work stations.
- All establishment licenses shall be conspicuously posted in the reception areas.
- No license which has expired or become invalid for any reason whatever shall be displayed by any person in connection with the practices as defined in Section 7316 of the Business and Professions Code. Any license so displayed shall be surrendered to the Board upon its request.

Be an informed professional

Here are a few ways individuals can stay informed:

- By viewing the Board's Web site, **www.barbercosmo.ca.gov**. The Web site includes frequently asked questions, links to online license renewal, links to verify a license, and forms that you may download.
- By joining the Board's mailing list. Sign up on the Web site, **www.barbercosmo.ca.gov**. By joining the Board's interested parties mailing list, you will receive notification of Board activities, which include meeting agendas, advisory notices, and special bulletins.
- By viewing webcasts of Board meetings. Webcasts of meetings are available live and after the meetings. Links are found at **www.barbercosmo.ca.gov** and at **www.dca.ca.gov**.

The Board

MEET THE BOARD PRESIDENT

Deedee Crossett,
Industry Member, Board President



Founder and owner of San Francisco Institute of Esthetics and Cosmetology since 2002, Deedee Crossett is an industry pioneer for raising the bar of undergraduate education for cosmetologists and estheticians. After graduating from Washington State University with a bachelor's

degree in communications and emphasis in public relations, Deedee spent approximately eight years working in marketing and sales promotions for both public and venture-backed companies.

Desiring a career change, Deedee obtained her esthetics license in 2001 and worked as an esthetician, spa consultant, and esthetics trainer. Later, she collaborated with Paul Mitchell Advanced Education and established the first partner school of its kind where education, real life techniques, and customer service became the priority—in addition to passing the State licensing exam.

Deedee was recently reappointed to the State Board of Barbering and Cosmetology, where she has served as a member since 2007.

OTHER BOARD MEMBERS

Christie Truc Tran,
Industry Member, Board Vice President

Richard Hedges, Public Member

Wen Ling Cheng, Public Member

Frank Lloyd, Public Member

(There are two public and two industry vacancies.)

ABOUT THE BOARD

The Governor appoints three public members and four industry members; the Senate Rules Committee appoints one public member; and the Speaker of the Assembly appoints one public member. There is no salary for the position. For more information about what the Board does and how to become a member, visit www.dcaboardmembers.ca.gov/index.shtml. Click on "Apply to be a Board Member" on the left side of the page.

Race for the Cure

The 15th Annual Susan G. Komen Race for the Cure drew a record crowd of approximately 25,000 people at Cal Expo in Sacramento on Saturday, May 7, walking, running and raising money to find a cure for breast cancer. Among them was a team of 22 staff members of the Board of Barbering and Cosmetology, their families and friends. Only 15 people were needed to qualify as a team, but by race day, the BBC team was 22 strong. The team raised and forwarded \$706 in donations to the Komen Race for the Cure. The race included a 5K run/walk (3.1 miles) and a 1-mile walk. Participants of all ages and abilities, including 2,000 cancer survivors, participated.

Protecting your client from waxing injuries

As a licensee, your customers come to you looking for an expert in waxing who can achieve satisfactory results without harm. A consultation with the client before a waxing service will provide important information regarding the client's skin. Skin can thin and lift while being waxed if the client has recently received another service or uses certain facial products. These services and products include, but are not limited to:

Skin care products that contain

- Salicylic acid
- Glycolic acid
- Alpha Hydroxy acids of any kind

Prescription medications such as

- Antibiotics
- Accutane

Topical ointments such as

- Retin-A or Renova

Aggressive exfoliation of the skin such as

- Obagi
- Microdermabrasion
- Chemical peels

Other products to keep in mind are

- Strivectin
- Proactiv
- Avita
- Avage

A consultation can also provide the client with information regarding the risks of a waxing service. The client can be advised that waxing procedures could have unfavorable results including, but not limited to allergic reaction, irritation, burning, redness, scarring, and soreness. Advise your client about post-wax precautions such as avoiding sun exposure, exfoliation, creams with fragrance, or other ingredients that may be irritating, and excessive heat for at least 24 to 48 hours after waxing.

To avoid injuring or irritating the client's skin, hold the skin tight, remove the wax quickly, and do not pull upward when removing the wax. Always pull parallel to the skin's surface. Never perform a waxing service if you are in doubt about how the client's skin will react. Do a patch test if you are concerned about the results or reactions from a procedure or product. Waxing over an area more than once is not recommended, because it can be irritating to the skin.

Remember to always follow the manufacturer's instructions for the products you are using and test the temperature of the heated wax before applying to the client's skin. Wax that is too hot can cause skin irritation and burns severe enough to cause blisters. Disposable wax applicators are used once and are not double dipped. NO DOUBLE DIPPING!

Tips for renewing your license on time

You can expect to receive a courtesy notice from the Board approximately two and a half months before your renewal is due. (The Board doesn't allow renewals more than 83 days before the expiration date.) You can then renew online at www.dca.ca.gov/profllic/cosmetology_renew.shtml and get your new license in approximately two weeks, thereby ensuring that your ability to provide services will continue uninterrupted. Of course to take advantage of this "heads up," the Board needs to have your current mailing address on file.

By law, you must notify the Board of a change of address within 30 days. Make sure to do so. Too often, licensees will fail to update their address only to see their license become delinquent and their ability to make a living temporarily lapse. Keep in mind that if

you wait until your license has expired and apply for renewal, it will take two weeks for you to receive your new license if you renew online and six to eight weeks if you renew by mail. This will cost you money, either because you had to stop working, or you continued to work and were cited by a Board inspector for unlicensed activity.

Licensees who wish to renew their licenses online must meet the following criteria:

- Have a valid license that expires within the next 83 days; or
- Have a license that is delinquent by no more than two years; and
- Have no outstanding fines or disciplinary actions.

Join our mailing list

The Board of Barbering and Cosmetology uses a subscriber list to notify anyone who is interested in receiving alerts about major Board activities. By joining the Board's mailing list, you will be notified of Board activities, which include meeting agendas, advisory notices, and special bulletins. Best of all, there is no charge for this service. If you wish to be added to the Board's mailing list, go to the following link: https://app.dca.ca.gov/barber/interested_parties.asp,

choose whether you would like to be notified by regular mail or by e-mail, and complete the required information. In a couple of months if not sooner, you should begin receiving the alerts. To continue to receive the alerts, you should keep your home and e-mail addresses current on this list. If you need to make a change to your address or would like to be removed from the mailing list, please contact the Board by phone or mail.

BOARD OF BARBERING AND COSMETOLOGY

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Quarterly Statistical Report

LICENSING

APPLICATIONS CASHIERED	1st Quarter (7/1/10 - 9/30/10)	2nd Quarter (10/1/10 - 12/31/10)	3rd Quarter (1/1/11 - 3/30/11)
ESTABLISHMENTS	1,463	1,488	1,527
BARBER	431	452	475
BARBER APPRENTICE	63	49	98
COSMETOLOGIST	5,495	6,067	5,613
COSMETOLOGIST APPRENTICE	101	133	136
ELECTROLOGIST	5	8	8
MANICURIST	1,976	2,268	1,831
ESTHETICIAN	1,794	2,120	1,888
TOTAL	11,328	12,585	11,576

LICENSES ISSUED	1st Quarter (7/1/10 - 9/30/10)	2nd Quarter (10/1/10 - 12/31/10)	3rd Quarter (1/1/11 - 3/30/11)
ESTABLISHMENTS	1,668	1,302	1,376
MOBILE UNIT	1	0	0
BARBER	367	215	308
BARBER APPRENTICE	69	42	68
COSMETOLOGIST	3,138	2,833	2,488
COSMETOLOGIST APPRENTICE	103	123	96
ELECTROLOGIST	2	3	1
MANICURIST	1,041	1,072	1,072
ESTHETICIAN	1,280	1,030	1,076
TOTAL	7,669	6,620	6,485

RENEWAL LICENSES ISSUED	1st Quarter (7/1/10 - 9/30/10)	2nd Quarter (10/1/10 - 12/31/10)	3rd Quarter (1/1/11 - 3/30/11)
ESTABLISHMENTS	3,857	3,617	3,790
MOBILE UNIT	1	0	5
BARBER	2,089	2,066	2,008
COSMETOLOGIST	28,622	28,481	29,496
ELECTROLOGIST	204	187	212
MANICURIST	11,735	11,457	11,083
ESTHETICIAN	5,844	5,167	5,855
TOTAL	52,352	50,975	52,449

LICENSING

PRACTICAL EXAMINATIONS	1st Quarter (7/1/10 - 9/30/10)			2nd Quarter (10/1/10 - 12/31/10)			3rd Quarter (1/1/11 - 3/30/11)		
	Pass	Fail	Total	Pass	Fail	Total	Pass	Fail	Total
BARBER	345	78	423	209	56	265	319	99	418
COSMETOLOGIST	3,067	1,323	4,390	2,891	1,191	4,082	2,850	1,120	3,970
ELECTROLOGIST	4	1	5	2	0	2	2	0	2
ESTHETICIAN	1,270	220	1,490	1,081	184	1,265	1,162	213	1,375
MANICURIST	1,008	317	1,325	1,044	271	1,315	1,115	266	1,381
TOTAL	5,694	1,939	7,633	5,227	1,702	6,929	5,448	1,698	7,146

WRITTEN EXAMINATIONS	1st Quarter (7/1/10 - 9/30/10)			2nd Quarter (10/1/10 - 12/31/10)			3rd Quarter (1/1/11 - 3/30/11)		
	Pass	Fail	Total	Pass	Fail	Total	Pass	Fail+I11	Total
BARBER	345	78	423	210	56	266	316	102	418
COSMETOLOGIST	3,304	1,526	4,830	2,824	1,344	4,168	2,874	1,348	4,222
ELECTROLOGIST	2	2	4	3	0	3	2	0	2
ESTHETICIAN	1,694	1,076	2,770	1,052	495	1,547	1,129	504	1,633
MANICURIST	1,004	776	1,780	1,090	606	1,696	1,139	476	1,615
TOTAL	6,349	3,458	9,807	5,179	2,501	7,680	5,460	2,430	7,890

COMPLAINTS RECEIVED

January 1, 2010 thru December 31, 2010

TYPE	SOURCE			
	ANONYMOUS	INTERNAL	PUBLIC	TOTALS
FRAUD	0	19	6	25
HEALTH & SAFETY	242	160	577	979
NON-JURISDICTIONAL	39	0	281	320
INCOMPETENCE/NEGLIGENCE	1	0	347	348
OTHER	0	2	3	5
PERSONAL CONDUCT	0	3	2	5
UNLICENSED ACTIVITY	271	334	555	1,160
TOTALS	553	518	1,771	2,842

Quarterly Statistical Report

ENFORCEMENT STATISTICAL OVERVIEW

FISCAL YEAR*	06/07	07/08	08/09	09/10	10/11
COMPLAINTS/CASES OPENED					
Complaints Received	2,978	3,030	3,116	2,449	2,725
Referred for Investigation	63	110	48	8	36
Cases Referred to Attorney General	151	158	59	47	82
DISCIPLINARY FILINGS					
Accusations Filed	164	151	63	49	38
Statement of Issues (SOI) Filed	21	14	11	4	3
WITHDRAWALS/DISMISSALS					
Accusations Withdrawn or Dismissed	8	4	15	3	3
SOI Withdrawn or Dismissed	3	7	11	2	0
DISCIPLINARY DECISION OUTCOMES					
Revocation	64	36	34	37	32
Voluntary Surrender of License	45	31	34	5	4
Suspension Only	0	0	0	1	0
Probation with Suspension	208	156	129	44	24
Applicant Licenses Denied	14	5	6	2	1
Probation Only	28	62	28	13	10
Public Reprimand	0	1	1	0	0
Other Decisions	9	2	0	5	0
TOTAL DECISIONS	368	293	232	107	71
DECISIONS (BY VIOLATION TYPE)					
Contractual	0	1	0	0	0
Fraud	7	11	3	3	0
Health and Safety	85	70	71	16	13
Non-Jurisdictional	1	2	1	2	2
Incompetence/Negligence	56	67	48	8	16
Other	22	7	1	2	0
Personal Conduct	28	27	41	4	3
Product Quality	2	4	9	3	0
Unprofessional Conduct	2	1	1	0	0
Sexual Misconduct	4	3	2	1	0
Unlicensed Activity	59	46	57	24	18
Criminal Charges/Convictions	0	0	0	0	1

* FISCAL YEAR: JULY 1 - JUNE 30

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